



SAMPLE SERVICE LEVEL AGREEMENT (SLA)

Service Level Agreement

Between

SFA and SFANet Applications Management

Operations Level Agreements

between

SFANet Applications Management and

SFA Web Manager, Virtual Data Center and

ED Help Desk





REVISED DRAFT

As of 9/22/00

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Introduction

The Student Financial Assistance (SFA) Intranet (SFANet) provides an effective communication vehicle that will allow better dissemination of information to employees about programs, initiatives and events of the Office of Student Financial Assistance (SFA) and improve service efficiency of employee-related actions. SFANet provides direct support for advancing SFA's goal to improve employee satisfaction.

Objective

The objective of this document is to establish the framework for a Service Level Agreement (SLA) that defines the services to be performed for the client, SFA, by the service provider, the SFANet Applications Management team.

The SLA is the means for defining the basic terms and conditions of the relationship between the service provider and the client. The SLA describes what will be done and how well it will be done, thus providing the basis for measuring, tracking and managing service performance against service levels. SLAs are used to clarify the relationship between business and information technology (IT) units with an organization, to define the services provided, and to measure performance and contribution of the service provider. The SLA also details the specific operational and support requirements for each service provided. There may be one or multiple SLAs depending on the type of service provided and its period of performance.

The Operation Level Agreements (OLAs) are designed to support the SLAs. These are also known as Back-to-Back SLAs since they specify the services that are received by the service provider from one or more suppliers. The OLAs define service levels that are at least as stringent as the SLAs that depend on them. The objective of the OLAs is to clearly identify service requirements of other suppliers or vendors in order to understand expectations and to define impact on SFANet Applications Management to provide services to SFA.

Scope

This SLA applies to the activities the SFANet Applications Management team is providing to support the SFANet application and on-going service requests for the SFANet.

The scope of SFANet Applications Management services includes support for SFANet users, resolution of problems, and making application modifications that require less than 80 staff-hours. The effective start date of this SLA is October 1, 2000.

The initial period of this agreement is one year. Service level targets will be reached within first three to six months of operations. The SLA will be reviewed and updated once every six months. The SLA review, modification, and approval process is documented elsewhere, along with other SFA Intranet Applications Management operational processes.

The anticipated volume of service is based on requests from anyone in SFA (approximately 1200 potential SFANet users.)

Documents related to this SLA include the current contractual task order (TO #34) with terms and conditions, and any approved standards and procedures applicable to the services provided.

This document contains the following sections:

Operational Interfaces between SFANet Applications Management, SFA, Web Master, VDC and the Tier 1 ED Help Desk



Sample SLA

Roles and Responsibilities for SFA, SFANet Applications Management, VDC and the Tier 1 ED Help Desk
Service Items and Target Service Levels to which SFA, the SFA Web Manager, and the SFANet Applications Management team have agreed
Service Items and Target Service Levels to which SFANet Applications Management team and the VDC have agreed
Service Items and Target Service Levels to which SFANet Applications Management team and the Tier 1 ED Help Desk have agreed.

Service Measurement principles

Before finalizing an SLA or an OLA, it is important to determine appropriate service measures with the client organization. The following principles should be applied when developing service level agreements.

Metrics should be used as a dashboard and not as a diagnostic. They should be used to guide the service but not distract from it.

Only one or two metrics should be used per service. Too many metrics increase costs and may impair service manageability.

Metrics should be aligned with the business goals of the service.

Metrics should be selected that are worth acting upon because they will improve the overall level of performance.

For each of the target service levels proposed in the above SLAs and OLAs, it is important to research and validate with the SFA customers the definition of the metric to be used to assess performance. The required definition for each metric must specify the following five elements:

Observations – defines the element condition that is observed, e.g., the system is up, the problem is fixed within 4 hours, the user rates satisfaction at an 8 on a scale of 10

Base period or Base Count for Making Observations – defines the duration of the period for gathering observations, e.g., the system will be observed during one week, problem fixing observation will be accumulated for 3 months, users will be survey in groups of 100. Short base periods should be avoided.

Number or Percentage Achieved during Base Period – For example, the system was up 580,600 out of 604,800 seconds or 96%; 19 out of 20 problems were fixed within 4 hours or 95%; 70 out of 100 users rated satisfaction at an 8 or better or 70%. Percentage achieved is the number of successes divided by the total number of observations during the base period. The granularity of percentage achieved depends on the number of observations.

Target – defines the standard against which agreement performance is measured. It is the percentage achievement that the service provider or supplier commits to. The target should be selected based on empirical evidence of what can be achieved in the current environment. The initial target should be set by taking measurements during the baseline period; e.g., 98% system uptime each week; 90% of problems resolved within 4 hours over any 3-month period; 70% of



SLC Process Guide

Appendix A – SLC Samples

Sample SLA

any group of 100 users will rate the service 8 or better. Targets can be adjusted from time to time as warranted.

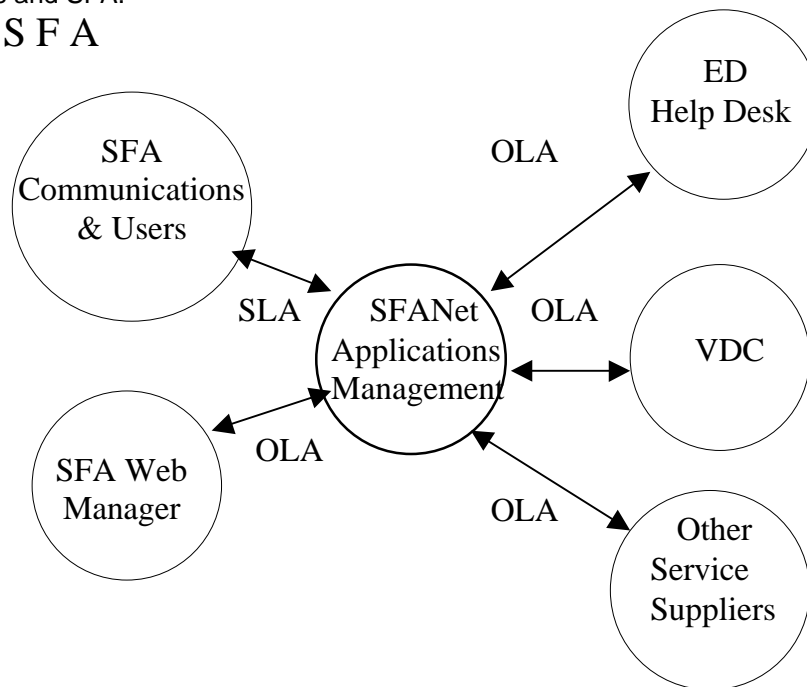
Reporting Frequency - defines how often performance reports will be produced, or the period covered for each metric; report system uptime performance daily; report problem resolution performance monthly; report user satisfaction rating every 6 months. The purpose of reporting is to detect trends in service, not to identify one-time events.



Operational Interfaces

The success of the SFANet is dependent on services provided by other suppliers, vendors, and contractors to the SFANet Applications Management as well as on the relationship with SFA employees. The following diagram shows the relationships between the various service providers and SFA.

S F A



SFA Communications provides the sponsorship and overall strategic direction for the SFANet. Each SFA Business Unit provides Content Managers that are responsible for identifying content for their business unit.

The Web Manager provides technical expertise and secure day-to-day Intranet support and serves as the production contact for all Internet/Intranet functions.

The Virtual Data Center (VDC) provides data center operations services for the SFANet. All development, test and production servers for the SFANet are maintained at the VDC in Meridian, CN.

The Department of Education's contractor responsible for the ED Help Desk services provides Tier 1 support for SFA employees at SFA Headquarters and the 10 regional offices. All inquiries from employees about IT related problems are tracked by the help desk and appropriate requests are forwarded to the SFANet Applications Management team.



SLC Process Guide
Appendix A – SLC Samples

Sample SLA

The SFANet Applications Management team provides application maintenance and content management support for SFANet. The SFANet Applications Management team monitors the applications and databases and supports the users and content managers.

Other service suppliers will be integrated into the SFANet Applications Management operational structure as they are identified.



Roles and Responsibilities

The SFANet Applications Management team is responsible for staffing, training and developing tools and methods used in providing the following services:

- Level II helpdesk support for the SFA intranet application
- Receive/Log/Track requests from Level I helpdesk
- Support Content Managers and their SFANet activities
- Support SFANet Users and monitor employee satisfaction
- Resolve application problems requiring less than 80 hours for resolution
- Escalate issues that are beyond the scope the team's responsibility
- Make minor application enhancements and test changes prior to moving them into production
- Develop SFANet Applications Management standards, procedures and guidelines
- Maintain and provide performance metrics, and report to SFA management

SFA Communications, as the application owner, end-user, and knowledge manager, is responsible for the following activities:

- Provide sponsorship and strategic direction for SFANet application
- Provide, approve, and manage content for SFANet
- Prioritize and approve SFANet application support service requests
- Establish and maintain a Change Control Board to approve major application changes
- Approve SFANet Application Management standards, procedures and guidelines
- Resolve issues outside the scope of responsibility of the Applications Management team.

SFANet Web Manager is responsible for the following activities:

- Provide SFA employees with a fast, accurate, and secure method of gaining access to information
- Guide the technical aspects of SFA Internet/Intranet operations including development, monitoring, and maintenance of web servers and maintenance and administration of Internet domains
- Set up, configuration, performance tuning, and problem determination of server hardware and software (Solaris, Netscape, SQLServer, JAVA, etc) and ensure database connectivity
- Serve as production contact for all Internet/Intranet problems including troubleshooting, escalation, resolution and reporting activities
- Convert user content to proper web formats
- Provide assistance in determining the selection of Web application development tools and provide expertise on these tools, multi-tier application concepts and approaches, and issues involved in deploying systems on the internet, i.e., security, performance, scalability, robustness, usability.
- Develop Internet/Intranet project application code as needed within the Internet/Intranet framework including the facilitation of code development, code testing, and code maintenance for new and existing Intranet applications
- Function as point-of-reference for application code development; manage the processes of troubleshooting, documenting, and maintaining new Internet/Intranet applications
- Provide expert guidance and development skill to project teams, support for infrastructure responsibilities and general assistance



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Sample SLA

Actively support the Deputy CIO for IT services in promoting the design, update, and implementation of effective processes, policies, procedures, and/or standards to support the translation and posting of documents to the SFA Intranet/ Internet.



SLC Process Guide

Appendix A – SLC Samples

Sample SLA

The ED Help Desk (202-708-HELP) is responsible for providing the following services:

Provide Tier I help desk support for SFANet users

Forward application-related requests from users to SFANet Applications Management

Inform SFANet Applications Management of outages/upgrades/etc.

Maintain contact list

VDC is responsible for providing the following support services:

Provide operational support for SFANet application, including regular backups

Maintain and monitor development, test and production environment

Maintain and provide performance metrics as defined in application specific VDC

documentation and operational agreements

Inform SFANet Applications Management of server downtimes and outages

Maintain contact list

Maintain disaster recovery procedures

Tier III support for development, test and production environment related issues



Initial Service and Operation Level Agreements

The following sections detail the Performance Standards that each SFANet supplier and vendor has to meet. SFA Communications will hold each service provider accountable for his or her service performance.

The metrics that will be used to monitor performance include timeliness, correctness, and user satisfaction. Specific measures will be defined for each type and volume of services provided.

Service Level Agreement between SFA and SFANet Applications Management

Helpdesk Availability

Service Item	Availability	Target Service Level
Level II Helpdesk availability to SFA employees	Mon. – Fri. 8 am – 5 PM EST, except Federal Holidays	99.5 % availability of trained staff during total service hours
User satisfaction	Satisfaction survey and/or feedback button comments	70% of users rate service 8 or better on scale of 1 to 10.

Target Response Times

Service Item	Priority (To be defined)	Target Service Level
User Support	High	2 Hours or less
User Support	Medium	8 Hours or less
User Support	Low	5 Days or less
Content Support	High	1 Day or less
Content Support	Medium	3 Days or less
Content Support	Low	5 Days or less
Application Support	High	1 Day or less
Application Support	Medium	5 Days or less
Application Support	Low	N/A



Operational Level Agreement between SFA Web Manager, and SFANet Applications Management

Web Management Services

Service Item	Availability	Target Service Level
Web management support availability to SFA employees	Mon. – Fri. 8 am – 5 PM EST, except Federal Holidays	99.5 % availability of trained staff during total service hours
User satisfaction	Satisfaction survey	70% of users rate service 8 or better on scale of 1 to 10.

Target Response Times

Service Item	Priority (To be defined)	Target Service Level
User Support	High	2 Hours or less
User Support	Medium	8 Hours or less
User Support	Low	5 Days or less
Content Support	High	1 Day or less
Content Support	Medium	3 Days or less
Content Support	Low	5 Days or less
Application Support	High	1 Day or less
Application Support	Medium	5 Days or less
Application Support	Low	10 Days or less



**Operation Level Agreement between SFANet Applications Management and
Virtual Data Center (VDC)**

System Availability

Service Item	Availability	Target Service Level
SFANet components and total system availability (includes WAN, servers, all platforms)	Mon. – Fri. 8 am – 5 PM EST, except Federal Holidays	99.5 % availability of system during daily service hours

Target Response Times

Service Item	Priority (To be defined)	Target Service Level
Application Support	High	1 Day or less
Application Support	Medium	5 Days or less
Application Support	Low	10 Days or less

Target Application and Database Performance

Service Item	Availability/Reliability	Target Service Level
Interwoven availability	Mon. – Fri. 8 am – 5 PM EST, except Federal Holidays	98% of system uptime (daily performance report)
Autonomy availability	Mon. – Fri. 8 am – 5 PM EST, except Federal Holidays	98% of system uptime (daily performance report)
Oracle Database availability	Mon. – Fri. 8 am – 5 PM EST, except Federal Holidays	98% of system uptime (daily performance report)



Operation Level Agreement between SFANet Applications Management and Tier I ED Help Desk

Helpdesk Availability (202-708-HELP)

Service Item	Availability	Target Service Level
Level I Helpdesk availability to SFA employees	Mon. – Fri. 8 am – 10 PM EST, except Federal Holidays	99.5 % availability of trained staff during total service hours
User satisfaction	Satisfaction survey	70% of users rate service 8 or better in scale of 1 to 10.

Target Response Times

Service Item	Priority (To be defined)	Target Service Level
Application Management Support (includes LAN, PC support, etc)	Same as for other Department of Education Users	TBD